

**Position:** Customer Support Consultant

**Location:** BRNO, Lisbon

We are seeking Customer Support Consultants behalf of our client. No previous experience is needed as you will receive paid training. Our client delivers customer service for Lufthansa Group airlines for Germany, Italy, Central and Eastern Europe. Our Customer Consultants handle calls in 15 different languages and provide general reservations, information about the loyalty program 'Miles and More' and worldwide Website Support. Besides call services, we handle a number of non-call tasks, such as chat, emails, invoices etc. Overall, there are German, Italian, Polish, Russian, Ukrainian, Romanian, Bulgarian, Hungarian, Serbian, Croatian, Czech, Hebrew and Greek markets. You will be part of an extremely driven team in awesome The Czech Republic!

**Main tasks / responsibilities:**

As a Customer Service Consultant you will be the primary contact for Lufthansa Group Airlines passengers, and you will be answering questions mostly regarding the flight reservations, cancellations and online check-in via phone

**Required profile:**

- Able to work independently and as a member of a team
- Native speaker of Italian or minimum C2 level
- Good communication skills in English (B2+ level)

**The company offers:**

- Flexible working hours
- Part time opportunity after 6 months
- Home based position from The Czech Republic
- Relocation packade (refunded flight ticket + accommodation for the first 2 months)
- Fixed monthly salary of 1508€/month, the salary slightly increases every 3<sup>rd</sup> month.

Available positions: 10+ openings

Deadline for applicaitons: 1<sup>st</sup> of December

**How to apply:** Please e-mail your CV to [emma@workinternational.se](mailto:emma@workinternational.se)

**Further info:** on the company: <https://workinternational.se/>

on this job vacancy: EURES Adviser Emma Larsson +46 70 815 68 74

registrations number: 5565182523-01

**We will process your application within one business day, you will be called for a screening interview if your CV matches the criterias.**

All interviews will be done over telephone or web conference media.